



Breaking Down Barriers at the IRS – Meeting Customer Language Needs

MILI Live!

“Talking Taxes in *Your* Language”

The Hottest New Talk Show in the IRS!

2003 IRS Nationwide Tax Forum



The Multilingual Initiative

IRS' commitment to assist those taxpayers, who lack full command of the English language, meet their tax responsibilities.



Today's Topics

IRS Kiosks
Spanish Helpline/Tele-Tax
Over-the-Phone Interpreter Service
Translated Documents
Spanish Webpage
Hispanic Education & Outreach



IRS Kiosks



2003 IRS Nationwide Tax Forum



15 Kiosks Located in 6 States

Connecticut New Jersey New York

Michigan Ohio Texas

English & Spanish (Nationwide)

**Russian/Vietnamese/Korean (Queens Public
Library)**



Over-the-Phone Interpreters

- Assistance in over 144 languages**
- In 419 Tax Assistance Centers**
- “I speak” card identifies language**



Translated Products

More than 240 translated

-tax forms

-publications

-brochures

-notices

-letters

-stuffers



Translated Products

- Limited supply at Tax Forum**
- Order by Phone (1-800-829-3676)**
- Download from www.irs.gov**
- Order by fax (703-368-9694)**



Habla Espanol?

Links for Help in Spanish

- **Spanish Helpline - 1-800-829-1040**
- **Spanish Tele-Tax - 1-800-829-4477**
- **Spanish Webpage - accessible at www.irs.gov**



Hispanic Education & Outreach

- **Telemundo, Univision, local cable/radio**
- **Bilingual Tax Practitioner Seminars**
- **Hispanic Chamber of Commerce**
- **Hispanic Women's Group**
- **Business Professors (Community College)**



Hispanic Education & Outreach

- Religious groups (e.g. Catholic Diocese)**
- National Council of LaRaza**
- Federal Deposit Insurance Corporation**
- National Credit Union Administration**
- Bank One**



Hispanic Education & Outreach

- Volunteer tax preparation service**
- Community days (e.g. Farm Worker Day)**
- Partner with other government agencies**
- News releases (e.g. El Mundo)**
- Translated Tax Tips**